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TC 2100
HALL ROOM

10-11 *p2* *contd*
[electronically triggering] the user interface is electronically triggered based on user behaviors to generate two-way interactions with each of the users, each of the interactions relating to a corresponding specific one of the behaviors [behavior].

50. (reiterated) The system of claim 48 in which the interactions are triggered to occur repetitively for each of the users based on repeated uses of a feature of a unit of the commodity by the user.

51. (reiterated) The system of claim 48 in which the user interface comprises part of a functional user interface of the unit of the commodity that is used to control features of the commodity.

53. (reiterated) The system of claim 48 in which the units of the commodity comprise telephone extension equipment and the central location comprises a private branch exchange or other central telephone network facility.

54. (reiterated) The system of claim 48 in which the results of the interactions are forwarded from the central location to a remote server for analysis.

55. (reiterated) The system of claim 48 in which the units of the commodity comprise facsimile equipment and the user interface triggers the two-way interaction to occur on-line between the unit of the facsimile equipment and a vendor of the facsimile equipment.

D2 *sub* *H5*
56. (amended) The system of claim 55 in which the on-line interaction [would] occurs [occur] by voice spoken through the facsimile machine's handset, transmitted by telephone line to a computer of the vendor, and stored at the vendor's computer.

57. (reiterated) The system of claim 48 in which the units of the commodity comprise consumer television equipment.

58. (reiterated) The system of claim 57 in which the two-way interaction provides instructions on how to use the commodity .

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59. (amended) The system of claim 57 in which the two-way interaction comprises posing questions to a user on a television screen concerning use of the commodity, and receiving answers from the user expressed through a keypad, a hand-held remote, or a [telephone] numeric keypad.

60. (reiterated) The system of claim 59 in which the answers are forwarded to a vendor of the commodity .

61. (reiterated) The system of claim 48 in which the two-way interaction is mediated by an publicly or privately accessible on-line computerized information service.

62. (reiterated) The system of claim 48 further comprising presenting user information in one or more of the following styles: text, lists, charts, views, arrangements, hierarchies, graphical maps, sample extracts, abstracts, summary descriptions, or hypertext.

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63. (amended) The system of claim 62 in which the user interface triggers two-way interactions that comprise training [and education] based on two-way interactions with all or some other users, the interactions being arranged to present [the steps or] actions that the user could take to increase performance or satisfaction to a level achieved by other users.

Please add the following new claims:

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71. (new) The system of claim 48 wherein the user interface includes a sound recorder.

72. (new) The system of claim 48 wherein the units of commodity are configured to store voice or sound information.

73. (new) The system of claim 48 wherein the units of commodity are configured to digitize voice or sound information.

74. (new) The system of claim 48 wherein the two-way interaction comprises voice communication.